

FIG. 1

16
1
12
20
14
14
18
10

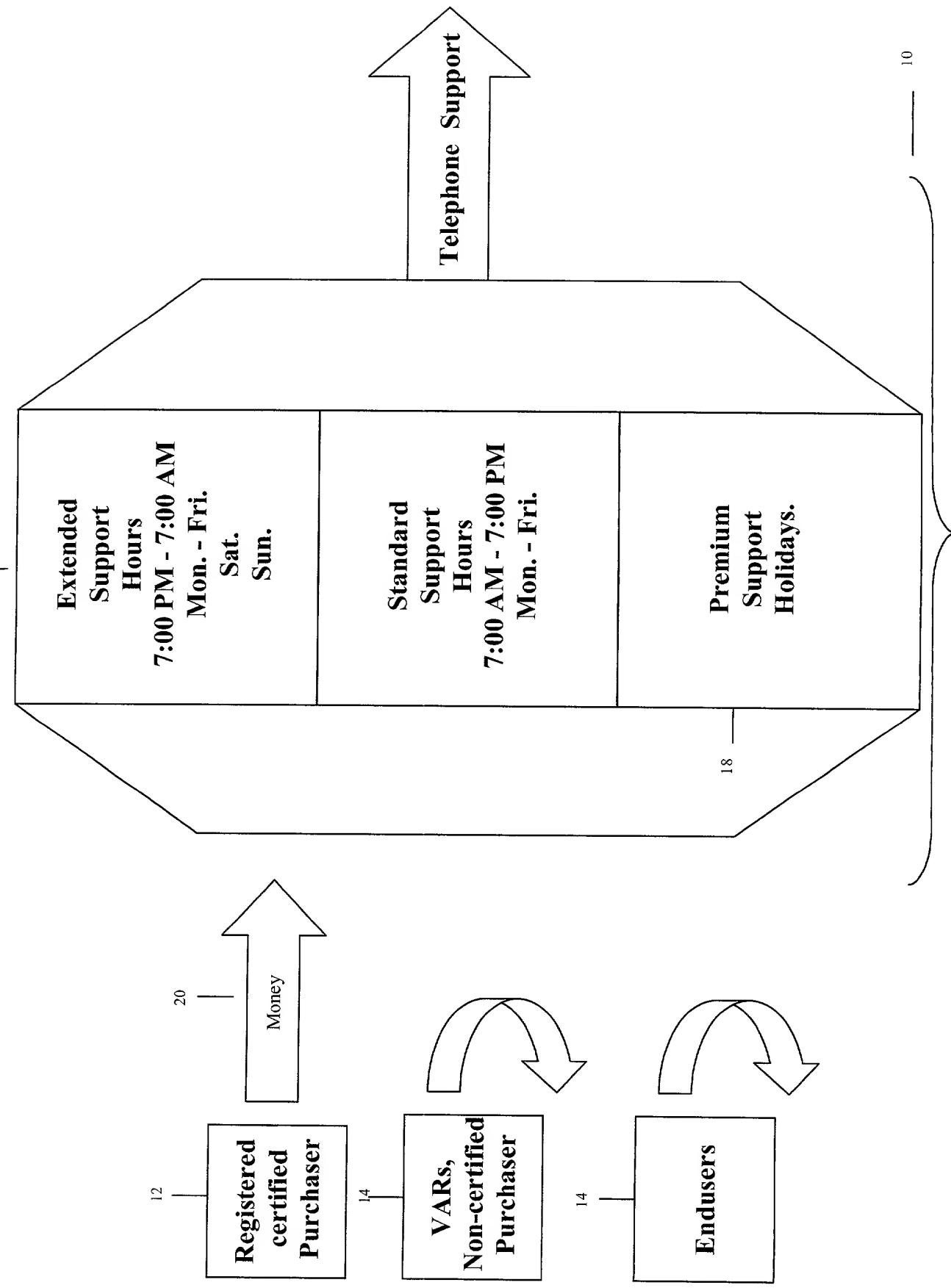


FIG. 2

30

75
60
40
60
48
51
50
52
25
53
54
55

Extended Support Hours
7:00PM-7:00AM
Mon.-Fri.
All Day Sat.
All Day Sun.

Standard Support Hours
7:00AM-7:00PM
Mon.-Fri.

Premium Support Hours
Holidays

80

Receiving Party(Certified)
 FREE Phone or
 Receiving Party(Non-certified)
 Pay-per-incident

75

Receiving Party (Certified)
 FREE Phone Support

70

Receiving Party
 (Non-certified)
 and ALL OTHER Phone
 pay-per-incident

75

Receiving Party(Certified)
 FREE Phone
 or Receiving Party (Non-certified)
 pay-per-incident

80

65

Support Service Provider

60

40

60

Blank applications

Completed application

authentication

authorization

money/value

tokens

tokens

tokens

Internet

51

Receiving Party
 (certified)
 Receiving Party
 (Non-certified)

Receiving Party's Strategic
 Partners
 (certified or Non-certified)

Subcontractors Designated
 by Receiving Party
 (certified or Non-certified)

Endusers Designated
 by Receiving Party
 (certified or Non-certified)

FIG. 3

	Certified Technician	Non-Certified Technician
Standard Support Hours 8AM – 5PM Local time Monday – Friday	Free	<i>2 tokens</i> per incident
Extended Support Hours 5PM – 8AM Local time Week-days, and Weekends	<i>2 tokens</i> per incident	<i>3 tokens</i> per incident
Premium Support Hours (NEC Observed Holidays)	<i>3 tokens</i> per incident	<i>4 tokens</i> per incident

102

FIG. 4

	105	107
	Certified Technician	Non-Certified/ Non-Receiving Party Technician
Standard Support Hours 8AM – 5PM Local time Monday – Friday	2 <i>tokens</i> per incident	3 <i>tokens</i> per incident
Extended Support Hours 5PM – 8AM Local time Week-days, and Weekends	3 <i>tokens</i> per incident	4 <i>tokens</i> per incident
Premium Support Hours	4 <i>tokens</i> per incident	5 <i>tokens</i> per incident

FIG. 5

Telephone Support Service Packs	Number of tokens	Price
TS - SP - 2	2 tokens	\$200
TS - SP - 10	10 tokens	\$900
TS - SP - 20	20 tokens	\$1,700
TS - SP - 30	30 tokens	\$2,400
TS - SP - 50	50 tokens	\$3,500
TS - SP - 100	100 tokens	\$6,000
TS - SP - 200	200 tokens	\$10,000

FIG. 6

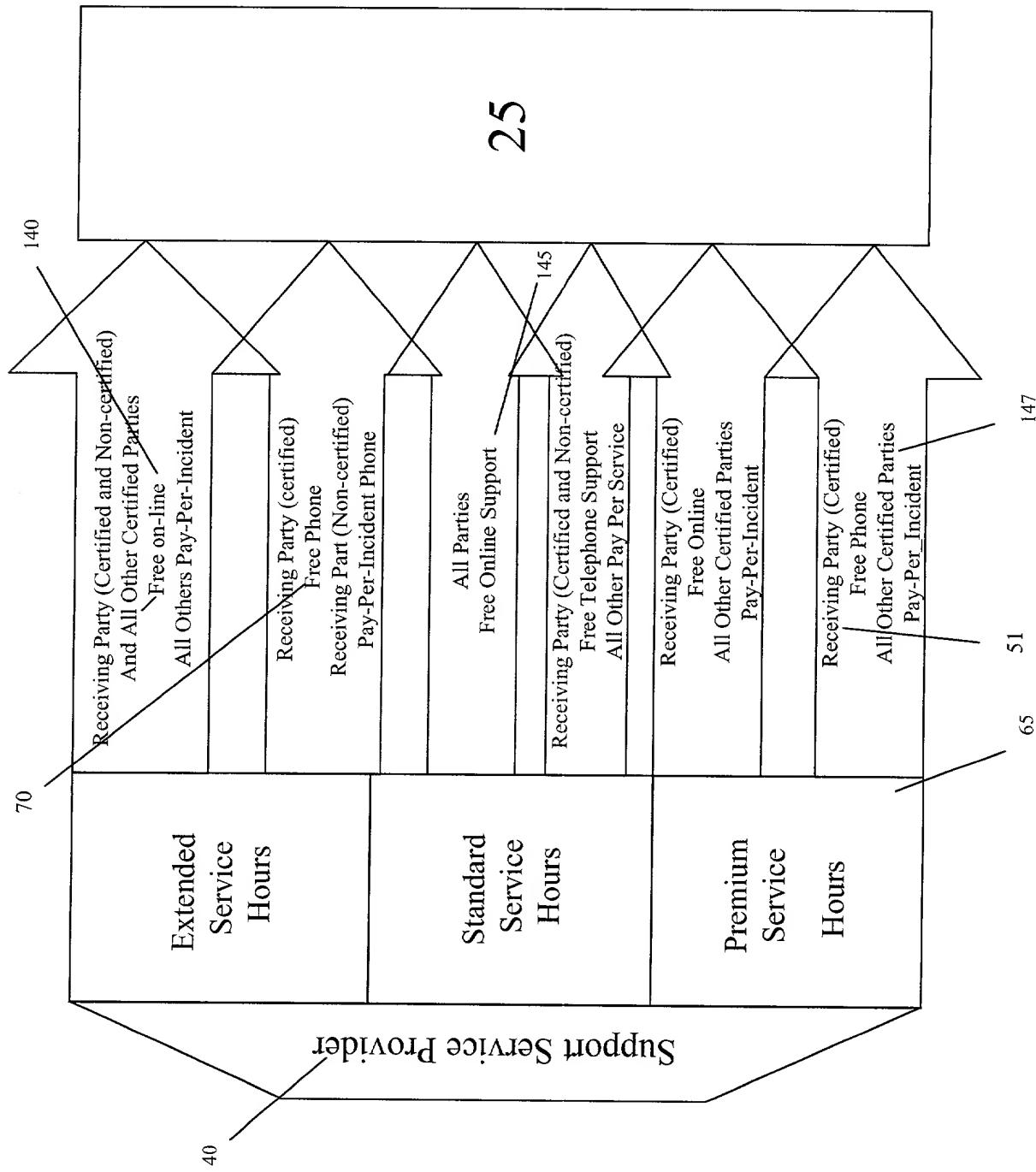


FIG. 7

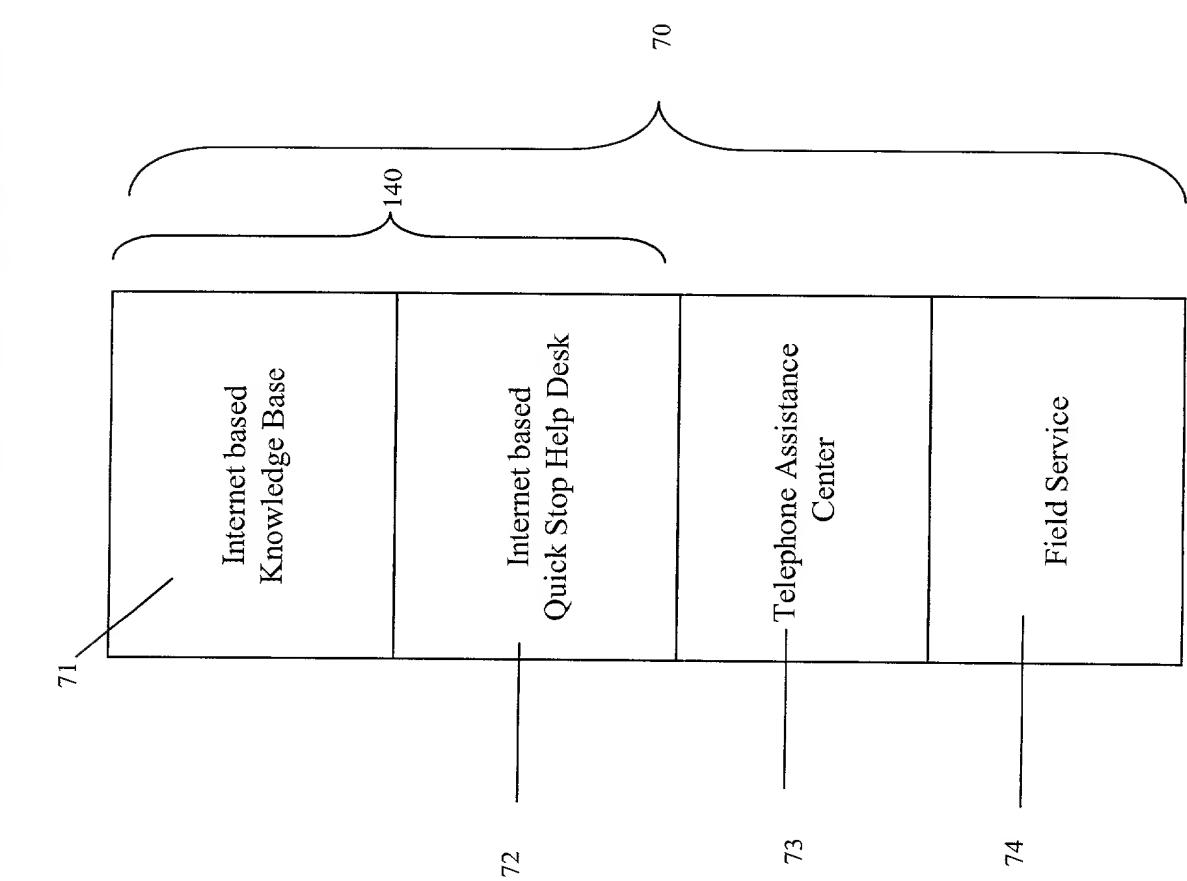


FIG. 8

